

Information about Managed Care and Fee-for-Service

Managed Care Plans

Things to know before you pick a managed care health plan, including rules about Primary Care Providers (PCPs) and how you get your care

Does everyone in your family have to be in the same health plan?

For nearly everyone, the answer is yes. There are a few exceptions. These include children with special health care needs, and families with members who are American Indian or Alaska Native. If you or someone listed on your medical ID card is American Indian or Alaska Native, there's a separate information sheet just for you that explains the choices you have about how to get your health care. Please call the Medical Assistance Helpline number listed on the letter that came with this package to ask for the American Indian or Alaska Native information sheet.

When you're in a health plan, can you go to any doctor or hospital that you want?

No. Each health plan has certain doctors and other medical providers you must use. Most of the plans also have certain hospitals and pharmacies you must use. When you are in a health plan, the hospitals you can use also depends on which hospitals your doctor uses.

Your PCP will take care of most of your health care needs

You will go to one person in your plan for most or all of your care. This person is called your PCP, which stands for Prietary Care Provider.

- Your PCP can be a doctor, nurse practitioner, or physician assistant.
- If you need care from a specialist or other provider, your PCP will help you.

You can get care for pregnancy or other women's health care without a referral from your PCP

If you are a woman, you don't need a referral (permission) from your PCP to get care for pregnancy or other women's health care – ***as long as the person you see for women's health care is in the plan you pick.***

Can you and others on your medical ID card have different PCPs?

Yes. You and others listed on your medical ID card can have different PCPs ***as long as all of them are in the health plan you pick.***

Do you need help to find a PCP?

If you need help finding a doctor or other medical person to be your PCP (Primary Care Provider), here are some ways to get information about PCPs:

- You can call the plan you want to be in. The plan will help you pick one of its doctors or other medical providers to be your PCP.
- You can ask for a list of PCPs who are with the health plan. Look for the postcard in this packet.
- You can visit the Internet Provider Directory website. Your public library may have internet access you can use for free.



<http://maa.dshs.wa.gov/ipndweb/>

Fee-For-Service

Do you have questions or want more information about fee-for-service?

Please call us at the Medical Assistance Helpline, 7 A.M. to 7 P.M., Monday through Friday, (calls to these numbers are free):

What benefits and services will you get from fee-for-service?

Fee-for-service gives you the same basic benefits and services as a health plan.

Fee-for-service is different from a health plan in these ways:

- When you have fee-for-service, you get your care from doctors and other medical providers* who take your fee-for-service medical ID card. This means that when you show them your medical ID card, they will send the bill for your care or services to Medical Assistance instead of you. Your fee-for-service medical ID card tells your providers what care and services Medical Assistance will pay for.

**"Providers" are people or organizations that give or "provide" medical care, services or supplies. Providers include doctors, nurses, clinics, pharmacies, and hospitals.*

- Before you use a doctor, dentist, clinic, pharmacy, hospital, or other provider, you must ask if they will take your fee-for-service medical ID card and bill Medical Assistance.
- **You may have trouble finding a medical provider who will take your fee-for-service medical ID card.** You can call doctors and other providers who are near you to find out if they will take your medical ID card. You can also call your local hospitals, who often have free physician referral services.